

Non NIH Tickets - By Category and Organization

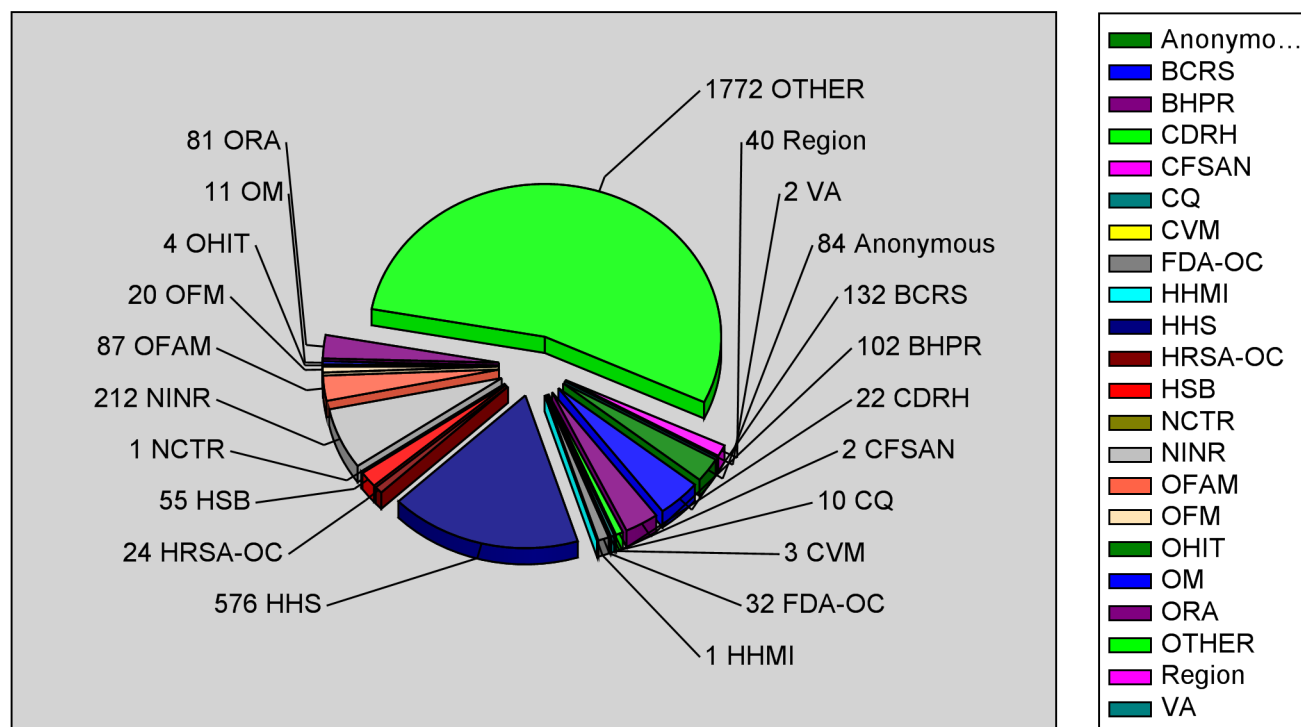


For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Snapshot Date: 10/1/2009 5:50:05 AM

Total Tickets: 3273

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



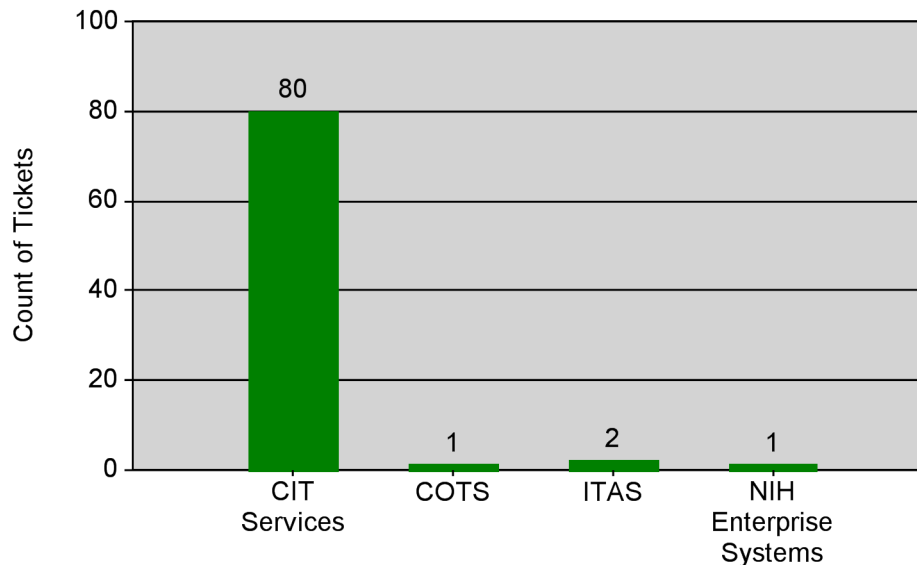
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Snapshot Date: 10/1/2009 5:50:05 AM

Tickets By Category Summary

For Anonymous

Total tickets: 84



Anonymous	84
CIT Services	80
Accounts	2
General Information	75
Telecommunications	2
Training	1
COTS	1
Application Support	1
ITAS	2
ITAS	2
NIH Enterprise Systems	1
NBS-User Call	1

Non NIH Tickets - By Category and Organization



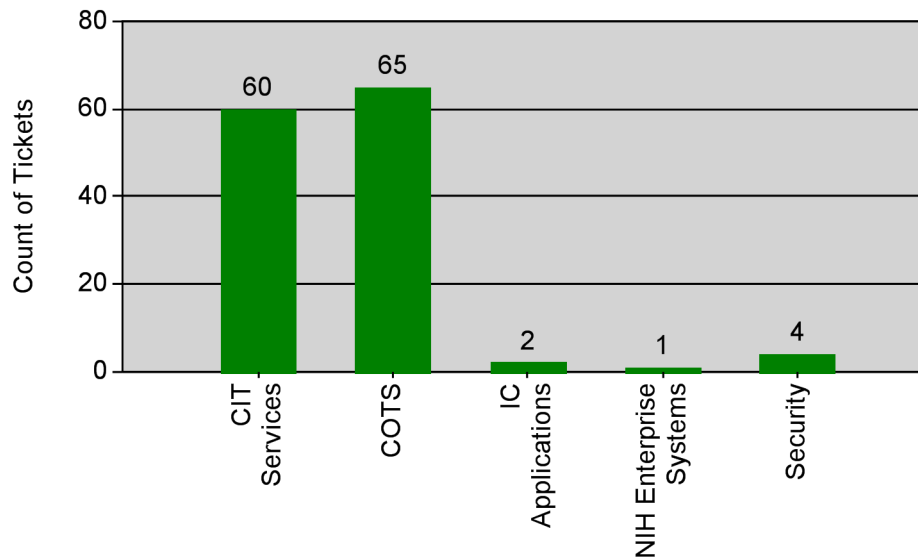
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Tickets By Category Summary

For BCRS

Total tickets: 132



BCRS	132
CIT Services	60
Accounts	20
Back Office Support	21
Connectivity	4
Email	7
General Information	3
OS/390	1
Telecommunications	2
Training	2
COTS	65
Application Support	24
Hardware	41
IC Applications	2
CC Clinical Applications	1

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Web Site Issue (non-CIT)	1
NIH Enterprise Systems	1
NIH Services	1
Security	4
Security	4

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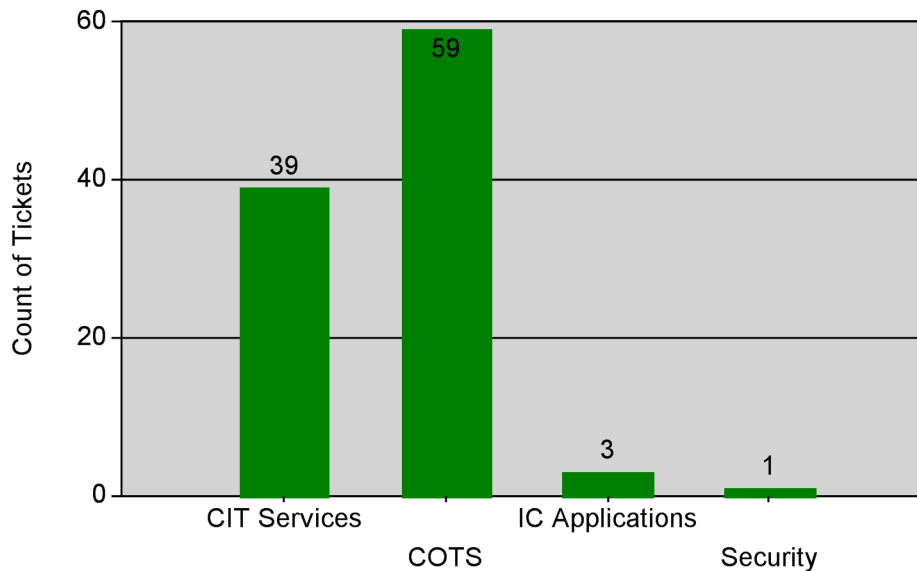
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Tickets By Category Summary

For BHPR

Total tickets: 102



BHPR	102
CIT Services	39
Accounts	20
Back Office Support	7
Connectivity	1
Email	4
General Information	1
Telecommunications	1
Training	4
Wireless Services	1
COTS	59
Application Support	31
Hardware	28
IC Applications	3
CC Technical Operations	1

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Web Site Issue (non-CIT)	2
Security	1
Security	1

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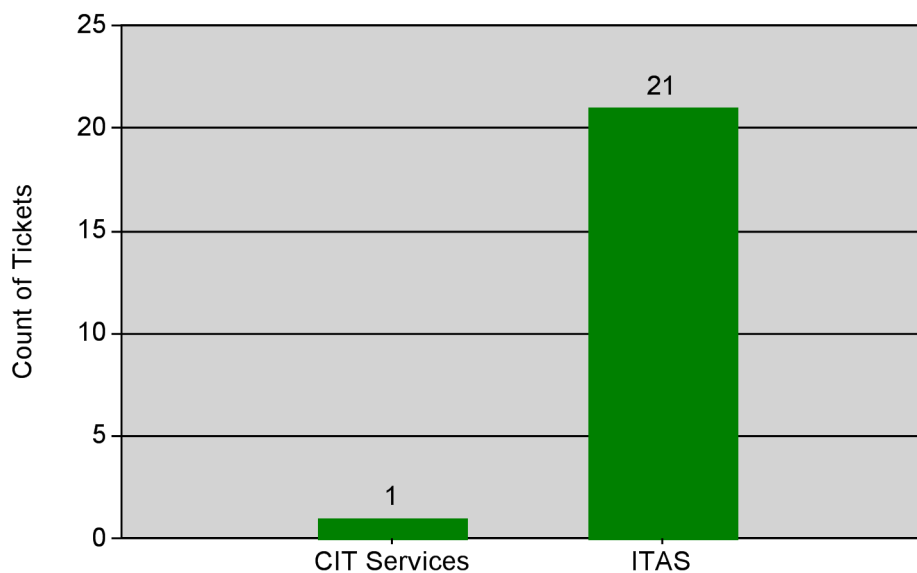
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Tickets By Category Summary

For CDRH

Total tickets: 22



CDRH	22
CIT Services	1
General Information	1
ITAS	21
ITAS	21

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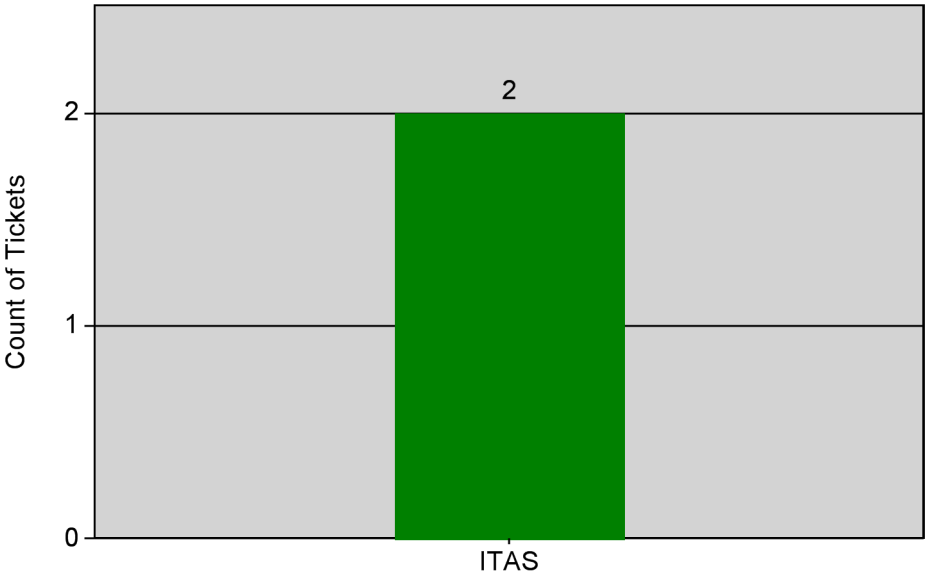
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Tickets By Category Summary

For CFSAN

Total tickets: 2



CFSAN	2
ITAS	2
ITAS	2

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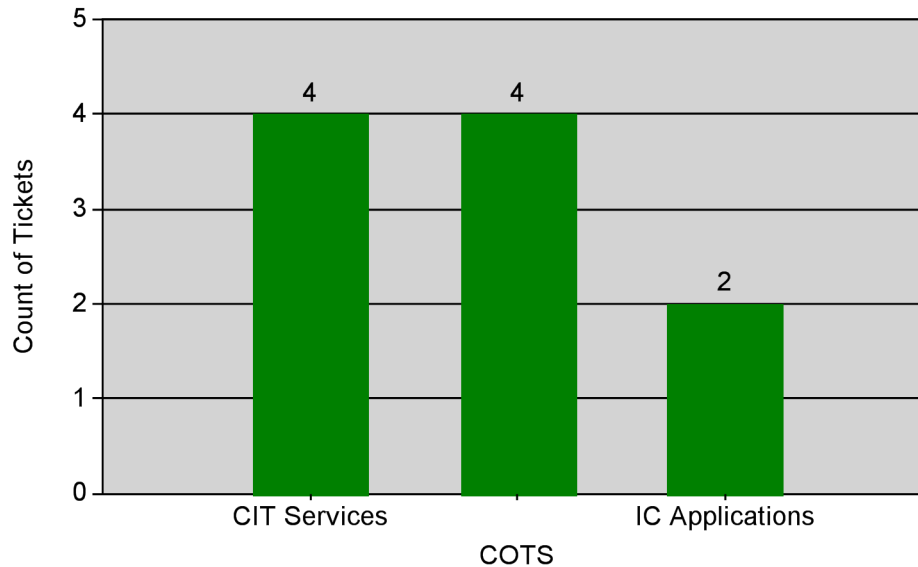
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Tickets By Category Summary

For CQ

Total tickets: 10



CQ	10
CIT Services	4
Accounts	1
Back Office Support	1
Wireless Services	2
COTS	4
Hardware	4
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1

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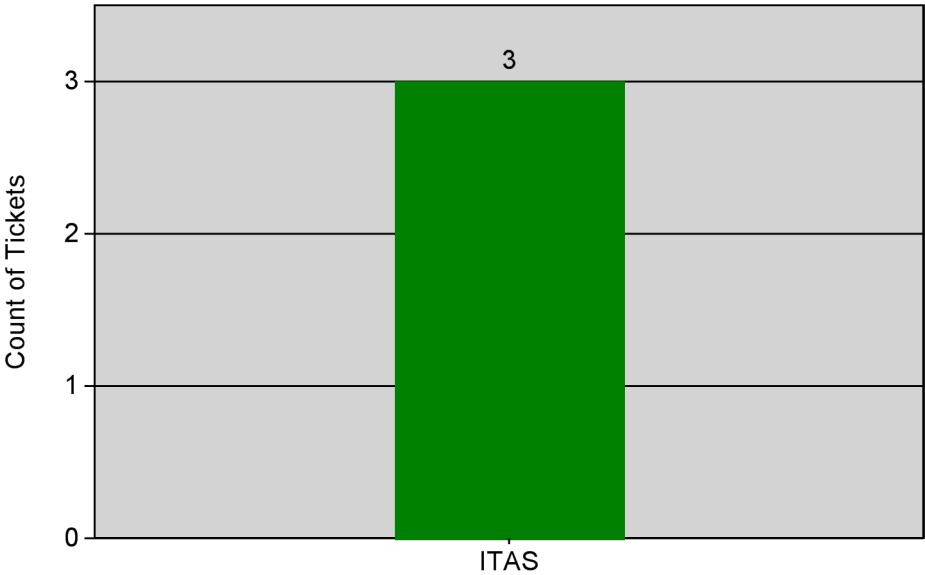
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Tickets By Category Summary

For CVM

Total tickets: 3



CVM	3
ITAS	3
ITAS	3

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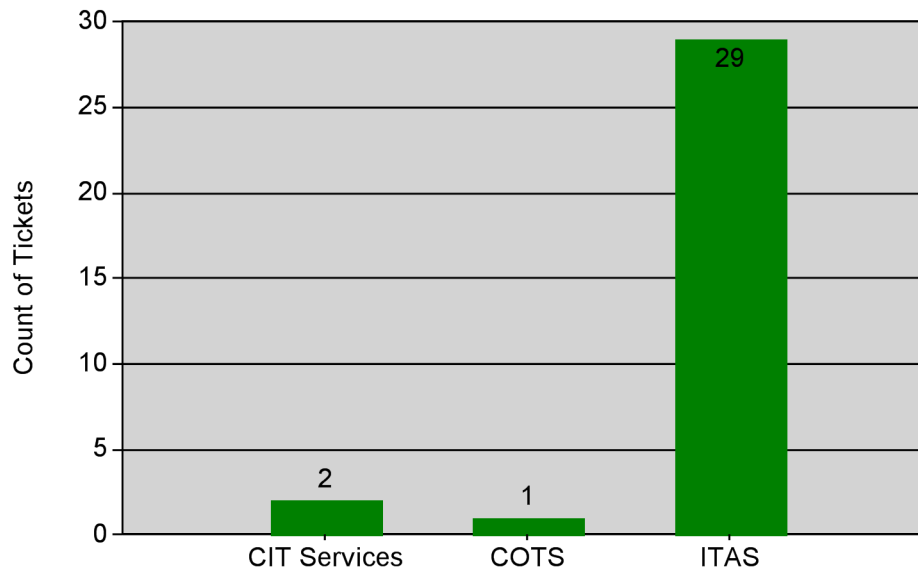
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Tickets By Category Summary

For FDA-OC

Total tickets: 32



FDA-OC	32
CIT Services	2
Accounts	1
NIHnet	1
COTS	1
Application Support	1
ITAS	29
ITAS	29

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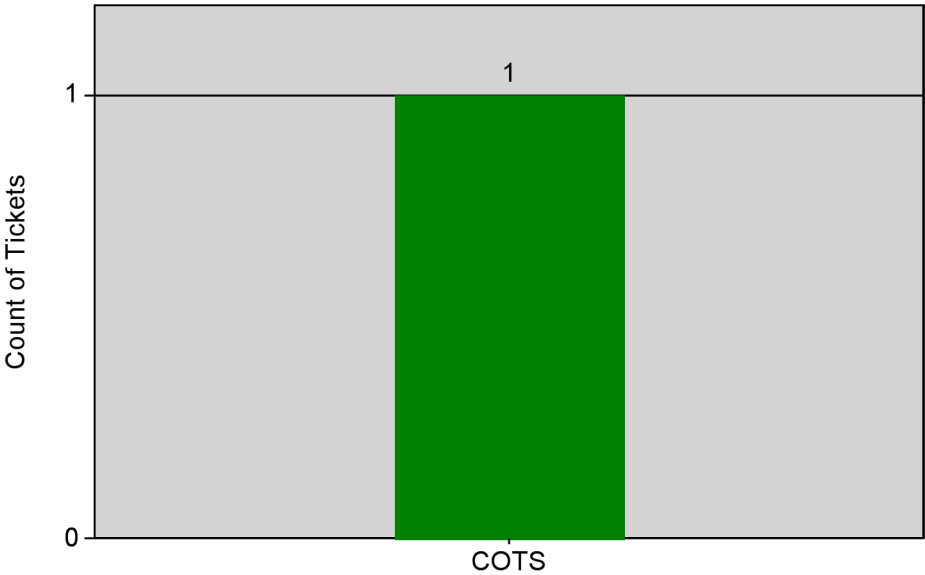
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Tickets By Category Summary

For HHMI

Total tickets: 1



HHMI	1
COTS	1
Hardware	1

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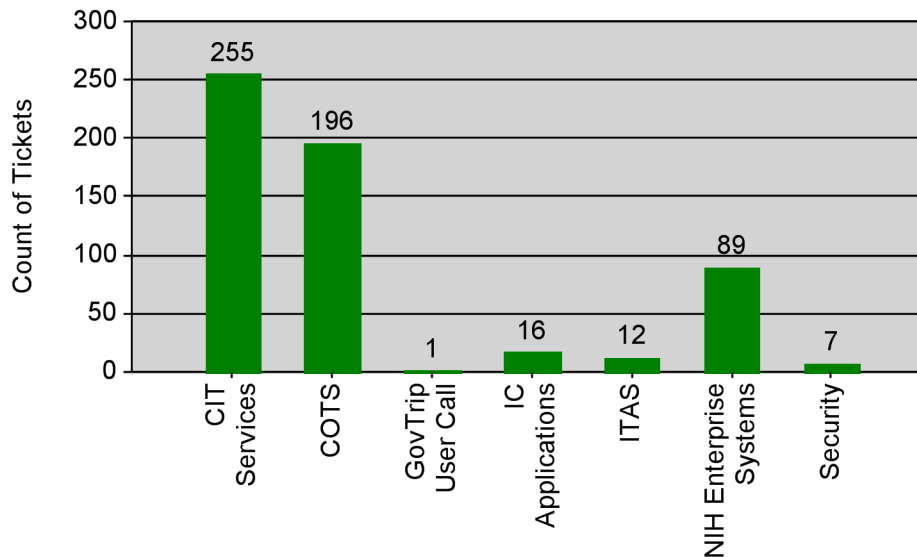
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Tickets By Category Summary

For HHS

Total tickets: 576



HHS	576
CIT Services	255
Accounts	106
Back Office Support	25
CIT Categories	5
Conference Room Support-Equipment Setup	2
Connectivity	23
Email	41
General Information	16
NIH Cabling Infrastructure-Cabling	1
NIHnet	1
OS/390	1
Telecommunications	4
Training	8

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Video	3
Wireless Services	19
COTS	196
Application Support	95
Hardware	101
GovTrip User Call	1
GovTrip User Call	1
IC Applications	16
CC Technical Operations	2
Local LAN	7
Web Site Issue (non-CIT)	7
ITAS	12
ITAS	12
NIH Enterprise Systems	89
ADB	6
eRA-DB	4
eRA-External	1
eRA-Grants Management	15
eRA-IMPAC II	50
eRA-Infrastructure	4
eRA-Referral and Review	1
NBS-User Call	1
NED	5
NIH Services	2
Security	7
Anti Virus SW	1
Security	6

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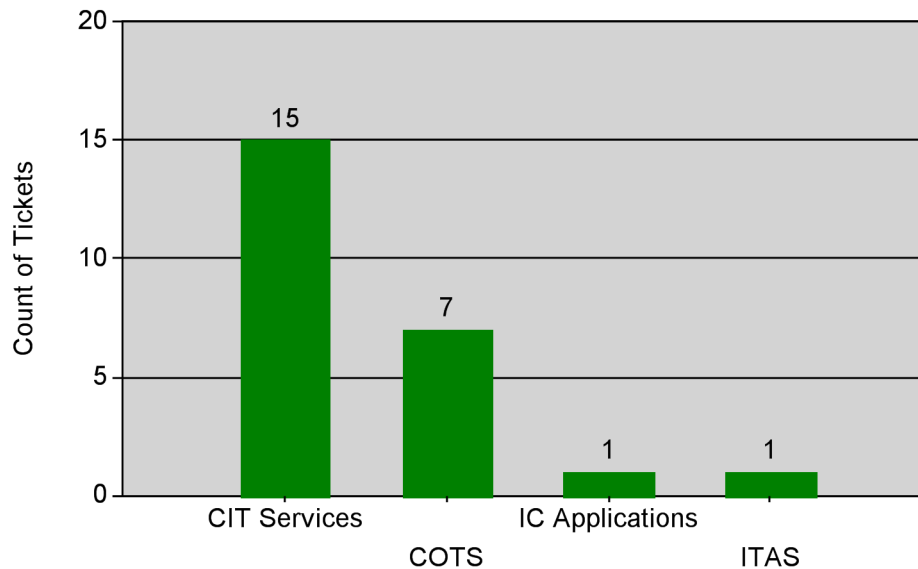
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Tickets By Category Summary

For HRSA-OC

Total tickets: 24



HRSA-OC	24
CIT Services	15
Accounts	9
Back Office Support	3
Connectivity	1
Wireless Services	2
COTS	7
Application Support	7
IC Applications	1
CC Technical Operations	1
ITAS	1
ITAS	1

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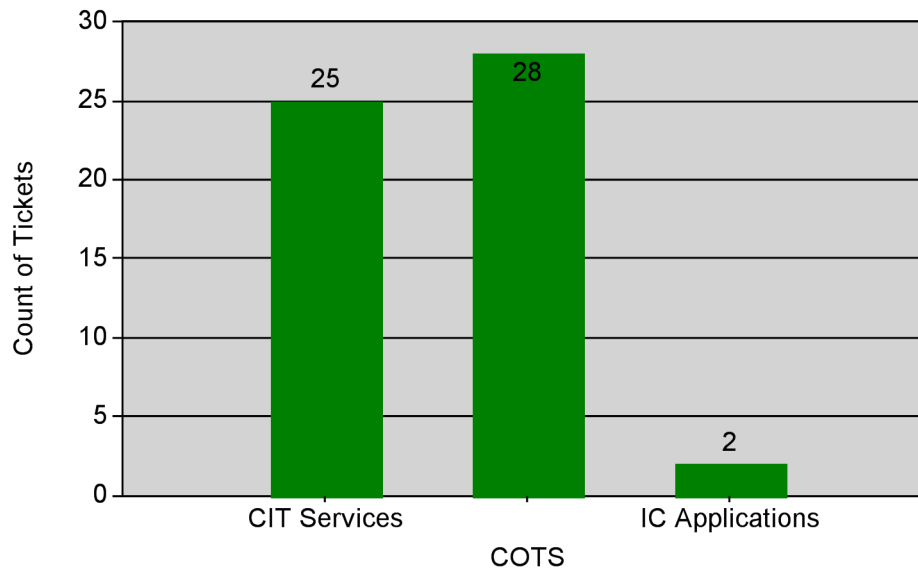
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Tickets By Category Summary

For HSB

Total tickets: 55



HSB	55
CIT Services	25
Accounts	12
Back Office Support	3
Connectivity	1
Email	4
General Information	1
Training	1
Video	1
Wireless Services	2
COTS	28
Application Support	14
Hardware	14
IC Applications	2
Web Site Issue (non-CIT)	2

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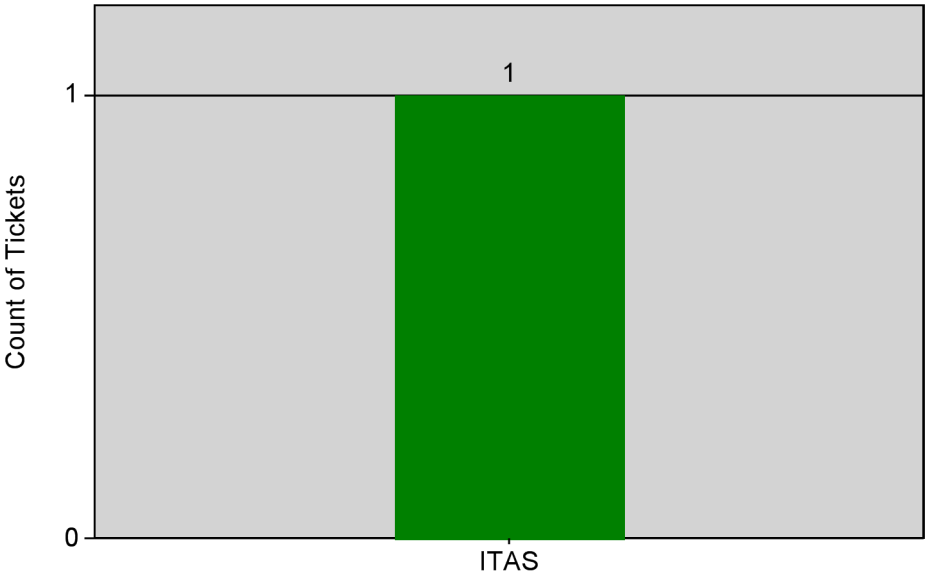


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Tickets By Category Summary
For NCTR

Total tickets: 1



NCTR	1
ITAS	1
ITAS	1

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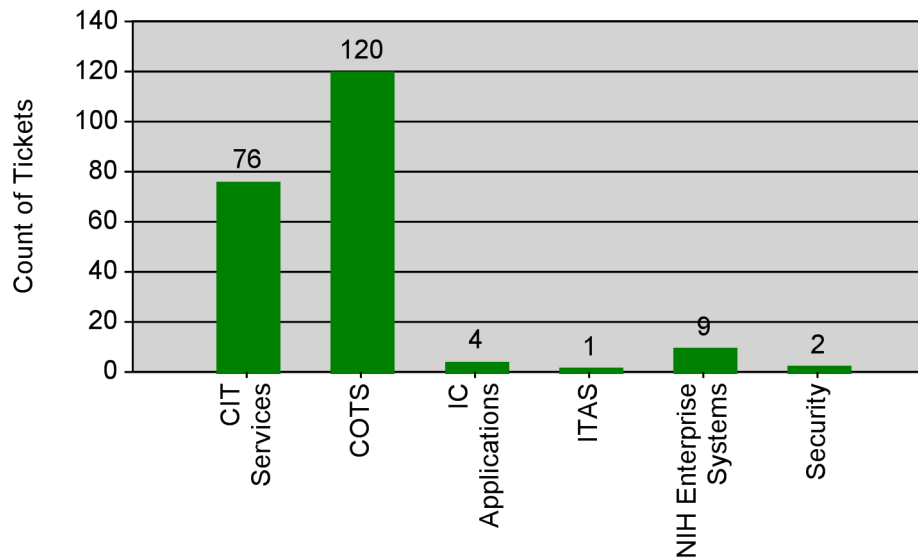
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Tickets By Category Summary

For NINR

Total tickets: 212



NINR	212
CIT Services	76
Accounts	24
Back Office Support	12
Connectivity	3
Email	27
General Information	1
Telecommunications	1
Video	1
Wireless Services	7
COTS	120
Application Support	45
Hardware	75
IC Applications	4
Local LAN	3

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Web Site Issue (non-CIT)	1
ITAS	1
ITAS	1
NIH Enterprise Systems	9
ADB	1
eRA-COMMONS	1
eRA-External	1
eRA-Infrastructure	1
NBS-User Call	3
NIH Data Warehouse	1
NVision	1
Security	2
Security	2

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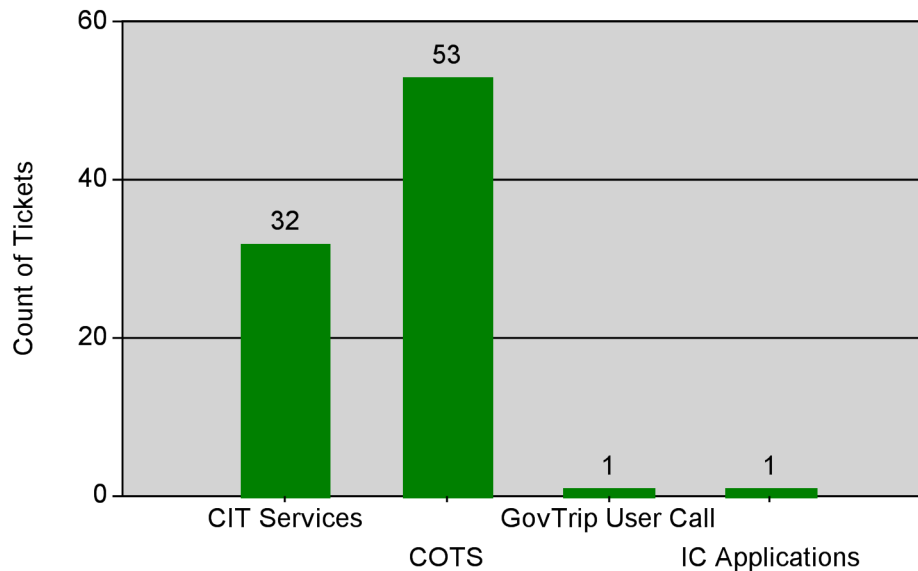
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Tickets By Category Summary

For OFAM

Total tickets: 87



OFAM	87
CIT Services	32
Accounts	11
Back Office Support	8
Connectivity	2
Email	5
General Information	3
Telecommunications	2
Training	1
COTS	53
Application Support	21
Hardware	32
GovTrip User Call	1
GovTrip User Call	1

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IC Applications	1
Web Site Issue (non-CIT)	1

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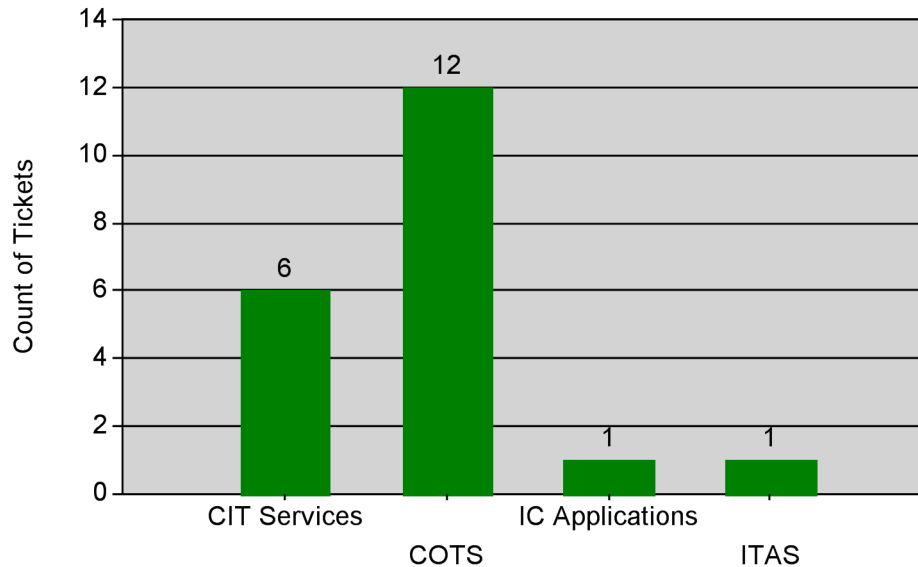
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Tickets By Category Summary

For OFM

Total tickets: 20



OFM	20
CIT Services	6
Accounts	3
Back Office Support	1
Email	2
COTS	12
Application Support	7
Hardware	5
IC Applications	1
Web Site Issue (non-CIT)	1
ITAS	1
ITAS	1

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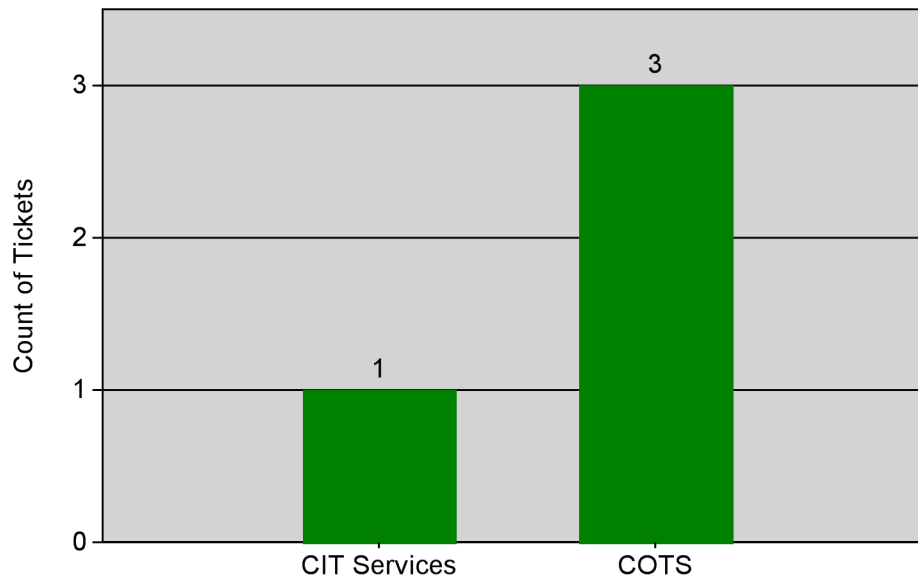
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Tickets By Category Summary

For OHIT

Total tickets: 4



OHIT	4
CIT Services	1
Telecommunications	1
COTS	3
Application Support	2
Hardware	1

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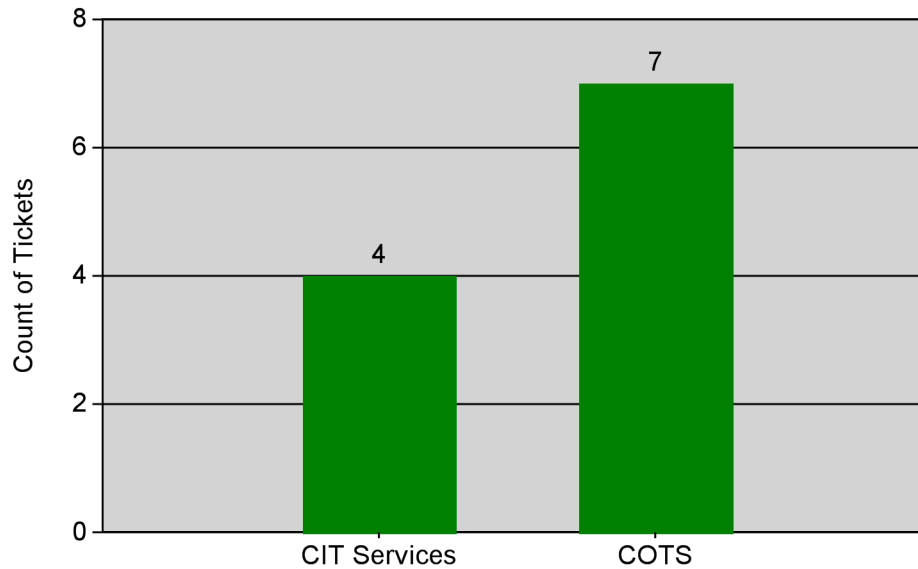
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Tickets By Category Summary

For OM

Total tickets: 11



OM	11
CIT Services	4
Accounts	2
Connectivity	1
Email	1
COTS	7
Application Support	3
Hardware	4

Non NIH Tickets - By Category and Organization



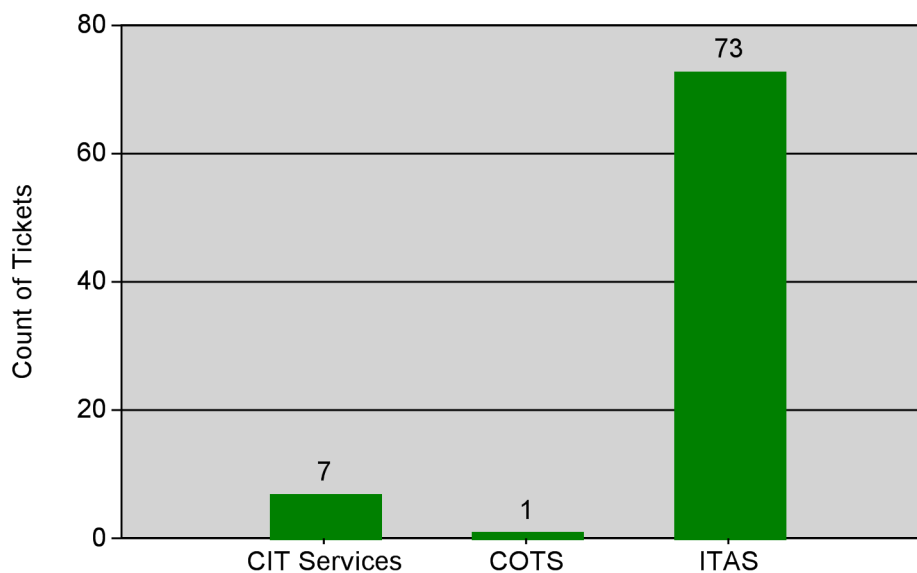
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Tickets By Category Summary

For ORA

Total tickets: 81



ORA	81
CIT Services	7
Accounts	5
General Information	1
Training	1
COTS	1
Application Support	1
ITAS	73
ITAS	73

Non NIH Tickets - By Category and Organization



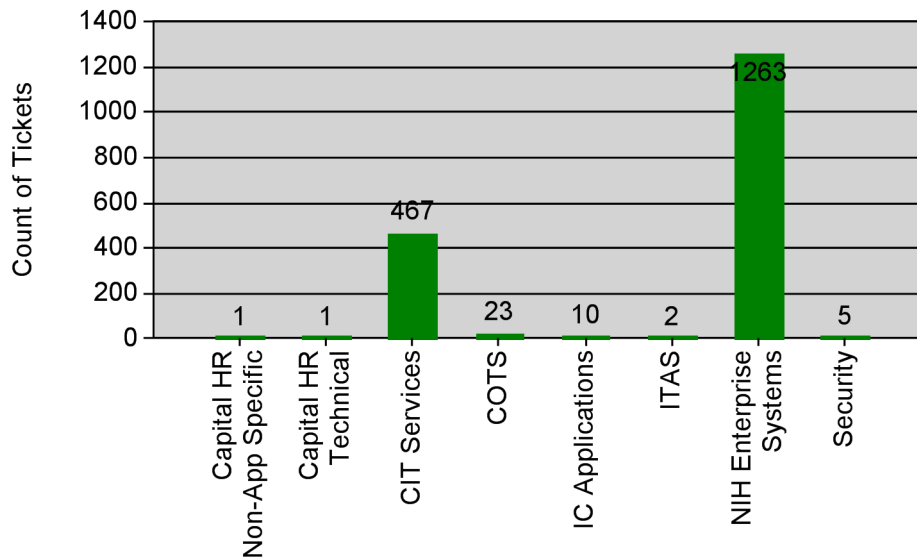
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Tickets By Category Summary

For OTHER

Total tickets: 1772



OTHER	1772
Capital HR Non-App Specific	1
Capital HR Non-App Specific	1
Capital HR Technical	1
Capital HR Technical	1
CIT Services	467
Accounts	147
Back Office Support	2
CIT Categories	112
Conference Room Support-Equipment Setup	2
Connectivity	8
Email	16
General Information	125
Helix Support	1

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NIHnet	1
OS/390	10
Pubs	1
Telecommunications	20
Training	4
Video	15
Wireless Services	3
COTS	23
Application Support	17
Hardware	6
IC Applications	10
CC Clinical Applications	2
CC Technical Operations	1
Web Site Issue (non-CIT)	7
ITAS	2
ITAS	2
NIH Enterprise Systems	1263
eRA-COMMONS	573
eRA-DB	1
eRA-External	544
eRA-Grants Management	37
eRA-IMPAC II	5
eRA-Partnership Issues	4
eRA-Referral and Review	85
eRA-Reporting	1
eRA-UAT	1
NBS-User Call	2
NED	6
NIH Services	4
Security	5
NIHnet-Network Security	1

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Security

4

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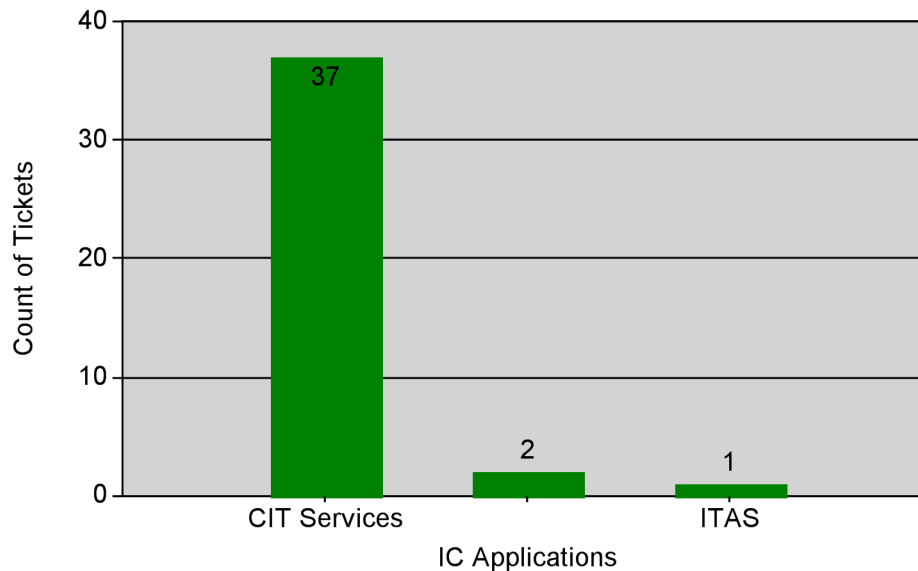
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Tickets By Category Summary

For Region

Total tickets: 40



Region	40
CIT Services	37
Accounts	25
Back Office Support	2
Connectivity	1
Email	7
Training	2
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
ITAS	1
ITAS	1

Non NIH Tickets - By Category and Organization



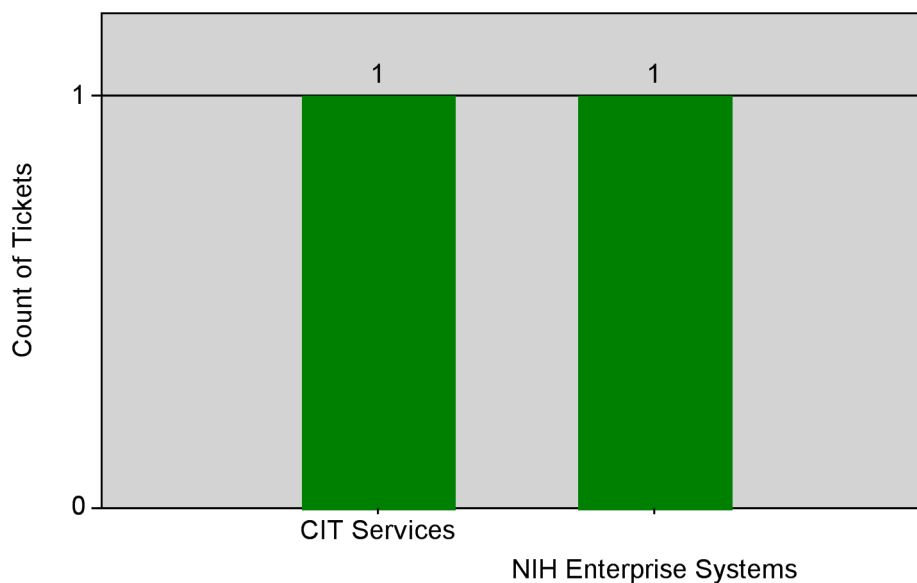
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Tickets By Category Summary

For VA

Total tickets: 2



VA	2
CIT Services	1
General Information	1
NIH Enterprise Systems	1
eRA-Infrastructure	1